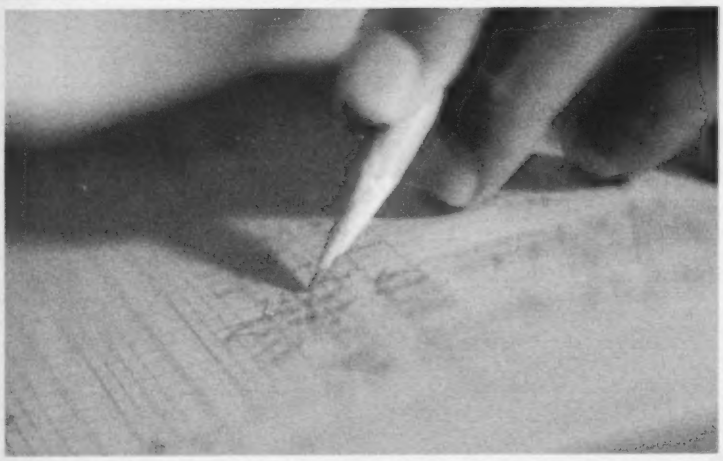


# INDUSTRY PROFILES

## Business, Building and Other Support Services Industry

July 2010

**Government of Alberta**
Employment and Immigration

**Overview:**

The Business, Building and Other Support Services industry[1] includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies which provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

| **Section A: Business Environment** |
|---|
| 1. 2009 Employment and Unemployment Numbers and Rates |
| 2. Industry Growth |
| 3. Size of Businesses in Alberta and the Industry |
| **Section B: Human Resources Profile** |
| 1. Occupational Information |
| 2. Demographics: Age and Gender |
| 3. Wages |
| **Section C: Additional Information** |
| 1. Links to Selected Industry Associations |
| 2. Link to Government Library Database |

[1] North American Industry Classification System (NAICS) major groups 55 and 56

## Section A: Business Environment

### 1. 2009 Employment and Unemployment Numbers and Rates:

| | Alberta | Business, Building and Other Support Services Industry |
|---|---|---|
| Number of employed | 1,988,100 | 66,600 |
| Percent employed in the industry | | 3.3% |
| Number of unemployed | 139,700 | 5,600 |
| Unemployment rate | 6.6% | 7.8% |

Data Source: Labour Force Historical Review 2009, Statistics Canada

For more information on employment numbers or for a historical comparison, please go to the Labour Force Statistics[2] or Statistics Canada[3] websites.

### 2. Industry Growth:

- Employment in the Business, Building and Other Support Services industry is expected to grow on average 3.3% annually from 2010 to 2013.
- Approximately 8,900 jobs will be created in the forecast period. Employment is expected to increase to 72,800 by 2013.
- This industry is expected to provide 5.0% of all new jobs in Alberta between 2010 and 2013.

For more information, see the Alberta Modified Canadian Occupational Projection System (COPS) Outlook 2009 – 2013, Industry Employment Outlook[4] online and the Alberta Learning Information Service (ALIS)[5] website's industry descriptions.

[2] See http://www.employment.alberta.ca/BI/67.html
[3] See http://www.statcan.gc.ca
[4] See http://www.employment.alberta.ca/documents/LMI/LMI-LMF_2009-13_cops.pdf
[5] See http://www.alis.alberta.ca

**Trends and Outlook**

According to Statistics Canada's National Economic Accounts, the Business, Building and Other Support Services industry accounted for 3.4% of Alberta's Gross Domestic Product in 2009, up from 2.5% in 1999. Its share of Alberta's total employment declined from 3.7% in 1999 to 3.3% in 2009.

Employment increased by 4.2% in 2009 compared to 2008. Over the last ten years, employment has increased by 16.0% from 57,400 people in 1999 to 66,600 people in 2009.

According to *Alberta Occupational Demand Outlook 2009-2013*, demand for labour in the Administrative support clerks occupation should increase on average by 1.9% annually from 2010 to 2013. However, labour demand in the Upholsterers, tailors, shoe repairers, jewellers and related occupations is not expected to grow from 2010 to 2013.

## 3. Size of Businesses in Alberta and the Industry:

| Establishment Size | Alberta Businesses | | Business, Building and Other Support Services Businesses | |
|---|---|---|---|---|
| | Number of Employees | %* | Number of Employees | %* |
| Less than 20 employees | 561,300 | 34.3% | 22,000 | 50.9% |
| 20 to 99 employees | 582,500 | 35.6% | 12,700 | 29.4% |
| 100 to 500 employees | 298,700 | 18.3% | 6,600 | 15.3% |
| Over 500 employees | 194,000 | 11.9% | 1,900 | 4.4% |

Data Source: Labour Force Historical Review 2009, Statistics Canada

* Percentages may not add up to 100 due to rounding.

Note: Statistics Canada's survey methodology for determining establishment size differs from the one it uses in the Labour Force Survey to determine total employment. As a result, the total number of employees by establishment size will not be the same as total employment in the industry, except by coincidence.

## Section B: Human Resources Profile

### 1. Occupational Information:

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles[6] website.

### 2. Demographics: Age and Gender:

According to the Labour Force Survey, the gender breakdown in the Business, Building and Other Support Services industry is as follows:

- women employed: 31,900 people, or 47.9%
- men employed: 34,700 people, or 52.1%

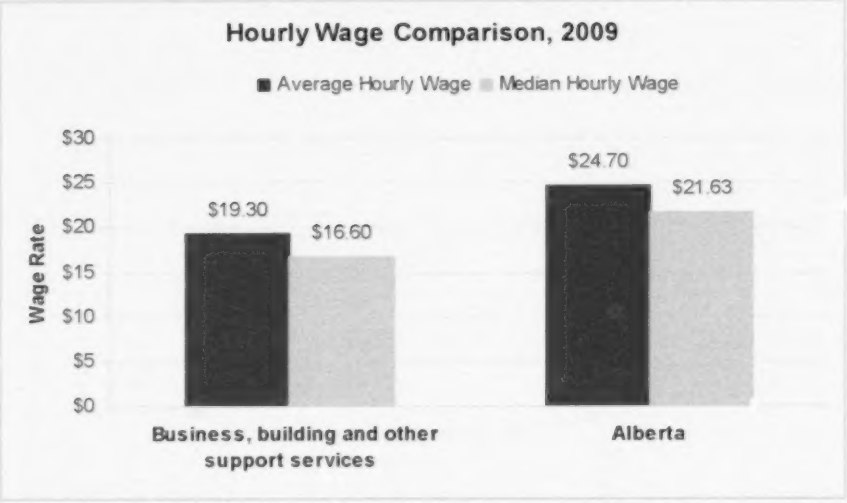
In Alberta, women accounted for 45.4% and men made up 54.6% of the total employment.

| Age Characteristics | Alberta Employees | | Business, Building and Other Support Services Employees | |
|---|---|---|---|---|
| | Number | % | Number | % |
| 15-24 years | 316,400 | 17.0% | 9,000 | 13.5% |
| 25-54 years | 1,356,400 | 67.9% | 45,800 | 68.8% |
| 55 years and over | 315,300 | 15.1% | 11,800 | 17.7% |

Data Source: Labour Force Historical Review 2009, Statistics Canada

[6] See http://www.alis.alberta.ca/occinfo

## 3. Wages:




Data Source: Labour Force Historical Review 2009, Statistics Canada
Note: The average hourly wage is obtained by dividing the sum of the wages of all the employees by the total number of employees. The median hourly wage is that wage below which half the employees earn and above which half the employees earn.

### Wage and Salary Information for Selected Occupations

| Occupation | Average Hourly Wage | | | Annual Average Salary |
|---|---|---|---|---|
| | Starting Average | Overall Average | Top Average | |
| Customer service, information and related clerk | $ 13.03 | $ 14.49 | N/A | $ 29,051 |
| Financial auditors and accountants | $ 18.49 | $ 24.08 | $ 37.27 | $ 47,217 |
| Conference and event planner | $ 23.33 | $ 27.35 | $ 29.75 | $ 53,824 |

Data Source: 2009 Alberta Wage and Salary Survey
Note: N/A is reported in instances of insufficient response.

For information on wages, refer to the WAGEinfo[7] website. For job descriptions, duties, required skills and education requirements for specific occupations in the Business, Building and Other Support Services industry, visit the ALIS[8] website.

[7] See http://www.alis.alberta.ca/wageinfo
[8] See http://www.alis.alberta.ca

## Section C: Additional Information

### 1. Links to Selected Industry Associations:

- Canadian Security Association
  (http://www.canasa.org)
- Association of Canadian Travel Agencies
  (http://www.acta.ca)
- Edmonton Waste Management Centre
  (http://www.ewmce.com)

### 2. Link to Government Library Database:

http://www.servicelink.gov.ab.ca/libraries/workplace